

January 31, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Gloria Molina  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich  
Supervisor Zev Yaroslavsky

From: David E. Janssen  
Chief Administrative Officer

### **STATUS REPORT ON THE SERVICE INTEGRATION BRANCH**

This is the ninth quarter status report on the operations of the Service Integration Branch (SIB). As you know, your Board approved the creation of the Service Integration Branch within the Chief Administrative Office (CAO) to phase-in staffing resources; to support and coordinate collaborative policy development initiatives; to assist County departments integrate services delivery systems; and to help provide children and families with needed information.

Significant actions completed this quarter include the following:

- **Goal 5 Children and Families' Well-Being:** Objectives for Phase II of Goal 5 were unanimously approved by the New Directions Task Force and your Board.
- **Children and Families Budget:** On November 22, 2002, budget instructions were issued, and to assist departments with their budget submission, an automated data collection process was developed for their FY 2003-04 Budget submission. Two Children and Families Budget workshops were conducted which provided over 130 program and budget staff with training on developing performance measures for submitting individual program budgets. The event was co-sponsored by the CAO, Children's Planning Council, and Interagency Operations Group. The Children's Planning Council provided consultant services for departments to utilize in between the training sessions. A mock budget hearing was held at the second workshop and all 22 departments made presentations.
- **Multi-agency Co-location and Service Integration Plan:** Proposed Countywide policies for developing co-located and integrated multi-agency Family Service Centers that provide accessible, community-based health and human services were adopted by your Board. A community needs assessment for the East San Fernando Valley was conducted to gain community input on the service delivery design for the facility. A Family Service Center project team for Service Planning Area 2 completed a draft space program with final recommended square footage requirement to support the services delivery design incorporated into a revised capitol project RFP.

- **Office of Child Care:** The Policy Roundtable for Child Care convened two seminars. The first dealt with strategies for developing child care facilities and the second seminar assessed the affordability of child care from a local perspective and addressed challenges associated with maximizing funds.
- **Web-Enabled Mapping Services Platform (Megan's Law Web Site):** The Los Angeles County Sex Offender Locator System web site was enhanced to allow searching of offenders by park, school, or library.
- **Transactional Updating System:** In December 2002, the Registrar-Recorder's voters file and the Assessor's parcel database were matched to the County of Los Angeles Transactional Updating System (street address database) again resulting in a higher match rate than the previous quarter. The match rate is now 99%. Work continues to locate the remaining most difficult to find voters.
- **Safe Haven Task Force:** The State launched its Safely Surrendered Baby Public Information Campaign targeting women ages 14-38 with ads running in the County of Los Angeles; Univision Channel 34 aired a news segment on the Safely Surrendered Baby Law; additional municipal fire stations were designated as Safe Surrender sites; and a Safely Surrendered Baby Law Bureau was created by the Interagency Council on Abuse and Neglect (ICAN) to make presentations on the law and available support programs for women and families at risk of abandoning their babies.

Attached is a more detailed status report matrix on the most significant initiatives being supported by SIB. Areas of focus for the upcoming quarter include completion of progress on Goal 5 objectives; development of the FY 2003-04 Children and Families Budget; and implementation of approved Service Integration Action Plan recommendations. If you have any questions or need additional information, please contact me or your staff may contact Alisa Drakodaidis at (213) 893-2477.

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Attachment

c: New Directions Task Force  
Children's Planning Council  
Interagency Operations Group

## SERVICE INTEGRATION BRANCH - NINTH QUARTER STATUS REPORT

Service Integration Initiative	Deliverables	Results
<p><b><i>Service Integration Action Plan</i></b></p> <p><b>Purpose:</b> To make the County's health and human service delivery system more family-focused, culturally-competent, accessible, responsive, and accountable for improved outcomes for children and families.</p>	<p>To improve outcomes for children and families by implementing the SIAP Phase II recommendations approved by the New Directions Task Force (NDTF):</p> <ol style="list-style-type: none"> <li>1. Most Commonly Required Fees &amp; Documents Matrix (MCRD);</li> <li>2. Pilot the Universal Face Sheet (UFS);</li> <li>3. Contract Simplification;</li> </ol>	<p>The New Directions Task Force (NDTF) approved all of the SIAP implementation recommendations and the following actions have been taken relative to SIAP Phase II implementation:</p> <ul style="list-style-type: none"> <li>• <u>Most Commonly Required Documents (MCRD)</u>: The MCRD was translated into Armenian, Spanish, Russian, Korean, Chinese, Cambodian, and Vietnamese. Additionally, an assessment questionnaire was developed to determine if the MCRD helps clients access and apply for services and if the identified programs are the most commonly needed services. Departments were contacted and requested to send in order forms for the MCRD information sheets. During the quarter, the following NDTF department/agencies placed MCRD form orders: County Library; Department of Public Social Services; Probation Department; Child Support Services Department; and Community and Senior Services.</li> <li>• <u>Universal Face Sheet (UFS)</u>: An evaluation questionnaire was developed to assess whether the UFS captures the most common intake elements. Staff met with the Sheriff's Department, Community Transition Unit, to discuss piloting the UFS with its community partners, which include Volunteers of America, the Salvation Army, and community shelters. The Los Angeles Homeless Services Authority has also expressed interest in piloting the UFS. Confirmed language for client to authorize release of information with County Counsel.</li> <li>• <u>Contract Simplification</u>: The Contract Simplification Workgroup developed the following: <ul style="list-style-type: none"> <li>? <u>Preamble for Contracts and Request for Proposals (RFP)</u>: Workgroup approved preamble for health and human services contracts and RFP's to ensure that contracting partners adopt and commit to support cross-agency focus for improving outcomes for children and families in Los Angeles County, as defined by Goal 5 of the County Strategic Plan.</li> </ul> </li> </ul>

Service Integration Initiative	Deliverables	Results
<p><b><i>Service Integration Action Plan (Cont'd)</i></b></p>		<p>? <u>Common Repository for Contracting Language:</u>  Agreement was reached that the Internal Services Department (ISD) would be the common repository for health and human services standard contract language, which will benefit departments/agencies, as well as contracting partners and community entities wishing to access County contracting information/language.</p> <p>Health and human services departments/ agencies, ISD, and County Counsel have agreed that the County Sample Contract should not be modified. However, to the extent possible, department/agencies will modify their RFP's/contracts to follow the Table of Contents in the County Sample Contract, to enable contracting partners and community entities to more easily and consistently navigate these documents. Additionally, DPSS, DMH, CSS, DHS, DCFS, and Probation agreed to input their standard contracting languages, which differ from that of the County Sample Contract, into a matrix to be forwarded to SIB for consolidation into one document. The final matrix will be posted to the ISD Web site, for information/ease of reference for County departments/agencies, community partners, potential bidders and contractors.</p> <p>? <u>Distinction Between Auditing and Monitoring:</u>  To assist community partners to understand contract administrative requirements, the Workgroup drafted standard definitions that distinguish auditing and monitoring processes. The Workgroup is finalizing these definitions.</p> <p>? <u>Supplemental Glossary of Terms:</u>  The Workgroup drafted a supplemental Glossary of Terms that contains definitions and department/agency descriptions not contained in the County Sample Contract. The Supplemental Glossary being cleared with departments.</p>

Service Integration Initiative	Deliverables	Results
<p><b><i>Service Integration Action Plan (Cont'd)</i></b></p>	<p>4. Customer Service and Satisfaction Standards;</p> <p>5. Principles for Partnering;</p>	<ul style="list-style-type: none"> <li>• <u>Contracting Information Resource Guide</u>: A business type/size information card was developed for distribution to community partners and entities interested in obtaining information about contracting with the County. The information card contains the Web address and contracting information that can be found on the ISD Web site (i.e., Sample Standard Contract Terms and Conditions; Vendor Registration; Vendor Fairs and Workshops; Contracts Available for Bid; Goods and Services the County Buys; County Business Requirements for Vendors; Disposal of County Surplus Property; Links to Other Government Resources; and The Office of Small Business. The information card is being cleared by the Workgroup.</li> <li>• <u>Customer Service and Satisfaction Network (CSSN)</u>: Draft Countywide surveys have been developed for the Environmental Assessment Survey and the Customer Service and Satisfaction Consumer Survey. CSSN also worked with the Department of Human Resources in development of a County Employee Survey. The surveys have been designed to determine both the perception and reality of how the County conducts its business. CSSN representatives also worked on developing their program designs for launching the Customer Service and Satisfaction Standards.</li> <li>• <u>Principles for Partnering</u>: The Principles for Partnering Workgroup formed the Community Partners Roundtable to invite community partners into the planning process at its beginning stage, and to begin the task of building the spirit of partnership, collaboration and co-learning between the County and its community partners. The Workgroup determined that its focus will be on programs that cross departmental lines and lend/link themselves to collaborative efforts, in order to assist the community in capacity building and to empower families. Programs, such as pregnancy prevention, co-location services, child care, child abuse prevention, employment training, and public housing will be the vehicles through which families will be helped to work on their own behalf.</li> </ul>

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<p><b><i>Service Integration Action Plan (Cont'd)</i></b></p>	<p>6. Pilot the Outcomes Screening Tool (OST);</p> <p>7. Integrated Family Services System (IFSS); and</p> <p>8. Revenue Maximization Plan and Strategies.</p>	<ul style="list-style-type: none"> <li>• <u>Outcome Screening Tool (OST)</u>: The Children's Planning Council (CPC) has been in contact with Placer County, which designed the OST, to obtain information regarding implementation procedures and tools, lessons learned, and best strategies for piloting.</li> <li>• <u>Integrated Family Services System (IFSS) Design Team</u>: The IFSS Design Team has been formed. A consultant has been selected who has prior operational experience associated with integrated health and human services systems.</li> <li>• <u>Revenue Maximization Plan Update</u>: <ul style="list-style-type: none"> <li>? <u>Revenue Maximization Web Site</u>: Efforts to combine the collection of information for the Revenue Maximization Web site and the Children and Families Budget have been completed.</li> <li>? <u>Revenue Workgroup and Training</u>: The CAO's, Budget and Operations Management Branch is forming a workgroup to explore revenue maximization strategies. Training on how to access Medicaid Administrative Activities (MAA) and Targeted Case Management (TCM) funds has been planned.</li> </ul> </li> </ul> <p>A draft report of the <i>Revenue Maximization Plan for Services to Children and Families of Los Angeles County</i> prepared by consultant Barbara Riley has been distributed to the <i>Funding for Services Workgroup</i> for comment. A final draft of the report will be completed by the end of February 2003.</p>

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<p><b><i>Restructuring the Children's Budget</i></b></p> <p><b>Purpose:</b> To clearly demonstrate the contribution the County is making toward improving the lives of children and families, provide information necessary to guide future program decisions, and identify to what extent County funds are utilized effectively and efficiently.</p>	<p>The Restructured Children's Budget will:</p> <ol style="list-style-type: none"> <li>1. Be developed at the same time the County's Proposed Budget is developed and will include all programs aimed at serving children and families;</li> <li>2. Provide a program performance budget that is based on Mark Friedman's Results-Based Decision Making model which includes both performance and results accountability;</li> <li>3. Link program performance measures with program budget allocations, actual expenditures, and funding sources; and</li> <li>4. Provide an analysis of the efficiency and effectiveness of individual programs and the collective cross-agency contributions toward improving outcomes.</li> </ol>	<p>On November 22, 2002, the County's 2003-04 Budget Instructions were issued, which included instructions for the Children and Families Budget. The instructions requested that departments provide an updated inventory of County-administered programs serving children and families; expand program budget and performance measure information for a minimum of 25 percent of each department's programs; identify State and Federal revenue sources; and complete a survey of funding sources for all programs.</p> <p>To assist departments with developing their budget submission, SIB has automated the departmental data collection process for the FY 2003-04 Budget.</p> <p>Two Children and Families Budget workshops were conducted with over 130 program and budget staff provided training on developing performance measures for submitting individual program budgets. The event was co-sponsored by the CAO, CPC, and Interagency Operations Group (IOG). CPC provided consultant services for departments to utilize in between the training sessions. A mock budget hearing was held at the second workshop and all 22 departments made presentations.</p>

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<p><b><i>Multi-Agency Co-location and Service Integration Plan</i></b></p> <p><b>Purpose:</b> To set a direction to begin streamlining the County's policies and processes so children and families can obtain multiple services in one-stop centers.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. By July 2003, adopt policy for developing co-located and integrated multi-agency Family Service Centers that provide accessible, community-based health and human services.</li> <li>2. Develop space program requirements for facilities services program the East San Fernando Valley capital project.</li> <li>3. Develop a facilities services program and business plan for the East San Fernando Valley capital project.</li> <li>4. Pursue other opportunities for developing Family Service Centers</li> </ol>	<p>In November 2002, a community needs assessment in the East San Fernando Valley was conducted to gain community input on the service delivery design for the facility.</p> <p>In December 2002, the Family Service Center project team for Service Planning Area 2 (East San Fernando Valley Family Service Center) completed a draft space program; with the support of Gensler Consulting, it includes the design requirements and initial programming for the proposed facility. A final recommended square footage requirement to support the services delivery design was incorporated into the revised capitol project RFP.</p> <p>In December 2002, proposed Countywide policies for developing co-located and integrated multi-agency Family Service Centers that provide accessible, community-based health and human services were adopted by the Board of Supervisors.</p>



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<p><b><i>Implementation of the Safe Haven Task Force Recommendations</i></b></p> <p><b>Purpose:</b> To implement the 12 Safe Haven Task Force recommendations approved by the Board on June 4, 2002, to more effectively implement the Newborn Abandonment Law (SB 1368), often referred to as the “Safe Haven Law,” in Los Angeles County to achieve the goal of no babies ever being abandoned in Los Angeles County.</p>	<p>The Save Haven Task Force recommendations include:</p> <ol style="list-style-type: none"> <li>1. Support legislative changes to the Safe Haven Law;</li> <li>2. Designate new Safe Haven sites in Los Angeles County;</li> <li>3. Create a public information campaign to improve public awareness;</li> <li>4. Develop a standard training for County staff and community providers;</li> <li>5. Include an annual in-service staff training program on the Safe Haven Law;</li> <li>6. Add Safe Haven Law information to middle and high school curricula;</li> <li>7. Add information about the Law and support groups on the Countywide Web Portal;</li> <li>8. Provide information about the Safe Haven Law to County hotline staff;</li> <li>9. Establish a Speaker’s Bureau;</li> <li>10. Inform all current and new County employees about the Safe Haven Law;</li> <li>11. Inform all County contractors about the Safe Haven Law; and</li> <li>12. Initiate systemic data collection about abandoned and surrendered infants.</li> </ol>	<p>On December 31, 2002, the second quarterly status report on the implementation of the Safe Haven Task Force recommendations was issued. SIB has coordinated actions with agencies that included the following:</p> <ul style="list-style-type: none"> <li>• On October 22, 2002, the State launched its Safely Surrendered Baby Public Information Campaign targeting women ages 14-38. Phase I of the campaign includes posters, brochures, and two radio spots in English and Spanish that ran in the County of Los Angeles.</li> <li>• In October 2002, Univision Channel 34 aired a news segment on the Safely Surrendered Baby Law providing information on the Law and the County’s hotline, 877-BABY SAFE.</li> <li>• On November 26, 2002, the Board designated the City of Glendale Fire Department and City of Long Beach Fire Department as Safe Surrender sites. Additional municipal fire stations will be designated in early 2003.</li> <li>• A Safely Surrendered Baby Law Speakers Bureau was created by the Interagency Council on Abuse and Neglect (ICAN) to make presentations on the law and available support programs for women and families at risk of abandoning their babies.</li> </ul>

Service Integration Initiative	Deliverables	Results
<p><b><i>Implementation of Goal 5: Children and Families' Well-Being</i></b></p> <p><b>Purpose:</b> To establish alignment among stakeholders on health and human service priorities for improving outcomes.</p>	<ol style="list-style-type: none"> <li>1. Strategy 1: Implement integrated service delivery initiatives to demonstrate substantial progress toward achieving improved outcomes for children and families by July 2005.</li> <li>2. Strategy 2: Establish alignment among all stakeholders on health and human service priorities for improving outcomes by July 2003.</li> <li>3. Strategy 3: Implement a system to measure progress towards improving the five outcomes for children and families by July 2006.</li> </ol>	<p>NDTF unanimously approved moving forward with all of the Service Integration Action Plan implementation recommendations.</p> <p>In December 2002, the Board of Supervisors adopted policy for developing co-located and integrated multi-agency Family Service Centers that provide accessible, community-based health and human services.</p> <p>An analysis of NDTF member departmental priorities, as stated in MAPP goals and departmental strategic plans, was developed and submitted to NDTF members. Departments were also asked to identify key community stakeholder groups to be involved in developing the process for establishing a common health and human services agenda.</p>

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<p><b>Workgroup 4: Data/Information Sharing</b></p> <p><b>Purpose:</b> To develop and implement an integrated system for sharing information between agencies, departments, and community partners toward enabling families to access services.</p>	<p>Actions include:</p> <p>By October 2003, launch an Internet-accessible, self-administered <i>Los Angeles Services Identification and Referral (LASIR)</i> software application, usable by County and non-County staff, community-based organization representatives, and the general public for identifying services and programs that might be available to individuals and/or families in need, based on their unique circumstances.</p>	<p>County Counsel has reviewed the receipt of the source code and other supporting documentation of the Texas STARS application. Assessment by County Counsel was favorable and it was determined that the source code was legally considered to be in the Public Domain and, therefore, available to the County of Los Angeles for use.</p> <p>Work continues to explore the potential opportunities and partnership with the U.S. Department of Labor relative to its GovBenefits.gov Web site to include Los Angeles County-specific programs and services. Project documents were exchanged and a potential implementation or linkage plan is being finalized.</p> <p>Project plan for LASIR and proposal to obtain Information Technology Infrastructure Investment Fund for LASIR Project (ITF application) were developed.</p>

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<p><b><i>Child Health and Education Passport System (PASSPORT)</i></b></p> <p><b>Purpose:</b> To allow County staff, health, mental health, developmental disability, and education providers, and child caregivers the ability to access and update health and education information, via the Internet, for each of the children to whom Los Angeles County extends its support and protection through the child dependency and juvenile delinquency systems.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Developing an Advanced Planning Document (APD), RFP, and sample contract;</li> <li>2. Securing State and Federal funding approval for the PASSPORT;</li> <li>3. Issuing the RFP and executing contract; and</li> <li>4. Overseeing implementation of project.</li> </ol>	<p>The conference call with the State and Federal governments regarding their response to the County's APD was conducted. The Federal government maintained their position that the County's proposed technology solution would compete with CWS/CMS and be in conflict with the single Statewide system goal.</p> <p>An alternative technology solution has been created based on ideas generated from meetings between SIB, DCFS, Probation, LACOE, and advocacy groups. A proposal for developing a Web-based portal application and database that will provide caregivers and service providers with access points to view and update PASSPORT information using County funds is being developed. A draft project definition, scope, and plan was completed and distributed.</p>

Service Integration Initiative	Deliverables	Results
<p><b><i>New Directions Task Force (NDTF) Special Needs Housing Alliance</i></b></p> <p><b>Purpose:</b> To increase the availability of special needs housing through the integration of efforts by County departments, service providers, housing agencies, developers, and other stakeholders.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Inventorying existing housing and program resources;</li> <li>2. Assessing funding opportunities;</li> <li>3. Executing an operational agreement between agencies to confirm roles, responsibilities, and commitment of resources; and</li> <li>4. Developing and implementing a strategic plan for increasing the availability of Special Needs Housing.</li> </ol>	<p>An assessment to quantify the supply of County-assisted housing, services, and funding resources available to support special needs populations and to identify unmet housing needs was completed by Shelter Partnership, Inc. (retained by the IOG/Alliance) in December 2002.</p> <p>The Interdepartmental Funding/Legislative Protocol instrument developed by SIB staff to track funding/legislative opportunities and initiate coordinated responses relating to special needs housing, was implemented in December 2002 and is currently being used by departments.</p>

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<p><b><i>NDTF Faith-Based Organization (FBO) Collaboration Council</i></b></p> <p><b>Purpose:</b> To increase the availability of services for children and families by partnering with FBOs.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Developing informational materials/guidelines on charitable choice;</li> <li>2. Enhancing community access to funding and technical assistance and training information through the Office of Small Business (OSB) and its Web page;</li> <li>3. Identifying areas of collaboration between FBOs and County departments;</li> <li>4. Developing channels of communication for programmatic/policy community input; and</li> <li>5. Developing an inventory of “successful” Charitable Choice collaborative models and preparing a synopsis of lessons learned.</li> </ol>	<p>Six jointly-sponsored (IOG/FBOCC/DPSS) regionally-diverse outreach forums, involving FBOs and DPSS staff, entitled: <i>Welfare Time Limits in Los Angeles County: Facts, Myths, and Resources for Families; A Briefing for the Faith Community</i>, were held November 14 - 20. The primary purpose of these forums was to help faith-based organizations understand how their communities (in the most heavily impacted geographic areas) will be impacted by the adults facing CalWORKs financial assistance time limits.</p> <p>A concerted effort to enhance the quality and inclusiveness of the information contained in the currently geo-mapped database was combined with the outreach letter for the aforementioned forums in November.</p>

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<p><b><i>Interagency Operations Group (IOG)</i></b></p> <p><b>Purpose:</b> To promote the County's vision for children and families by facilitating and accelerating the implementation of effective, integrated services and generating solutions to remove operational barriers.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Increasing County staff knowledge of other agencies' systems, missions, language, disciplines, and funding streams; and developing managers and staff committed to collaboration and integrated services;</li> <li>2. Supporting change within IOG member agencies to achieve the group's mission;</li> <li>3. Maximizing opportunities to improve outcomes through service integration;</li> <li>4. Promoting and supporting community-based assessment, planning and evaluation; and</li> <li>5. Serving as an interagency problem solving body that generates solutions to operational barriers.</li> </ol>	<p>A final draft entitled: <i>School-Linked Services in LA County: Establishing New Standards and a Preliminary Plan for the Education and Welfare of Los Angeles Youth</i>, was received from Pedro Noguera, Ph.d., Harvard Graduate School of Education, in December 2002.</p>

Service Integration Initiative	Deliverables	Results
<p><b>Office of Child Care</b></p> <p><b>Purpose:</b> To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Coordinating implementation of the Centralized Eligibility List (CEL) Pilot Project to ensure equitable and streamlined access to the full range of subsidized child care services for all income-eligible families; provide accurate, unduplicated information on the numbers of income-eligible families seeking subsidized child care services; and improve the ability to advocate for new resources for underserved communities and populations;</li> <li>2. Coordinating implementation of AB 212 - Investing in Early Educators Project, to improve the quality of child care services by reducing turnover and increasing the education of qualified teaching staff through the award of cash stipends; improve the management skills of administrators in California Department of Education-funded child development centers through the provision of a focused management-training program; and conduct a process and impact evaluation to ensure that "lessons learned" are identified;</li> </ol>	<p>Following a request for proposal process, Controltec, Inc. was identified as the vendor to develop the pilot CEL application for Los Angeles County. The Board of Supervisors approved this contract on October 29, 2002. Controltec has begun testing the customization to the base application.</p> <p>The Investing in Early Educator Project identified three cycles for awarding stipends.</p> <p>Cycle 1 – Completed.</p> <ul style="list-style-type: none"> <li>• 1,695 stipend applications were received;</li> <li>• 656 were determined to be ineligible; and</li> <li>• 1,039 stipend checks have been released for a total payout of \$2,552,000 to persons working directly with children in child development centers funded by the California Department of Education.</li> </ul> <p>Cycle 2</p> <ul style="list-style-type: none"> <li>• 1,024 applications have been received;</li> <li>• 109 applications were found to be ineligible as a result of the initial screening;</li> <li>• Verification of employment and completion of three semester units is underway; and</li> <li>• Checks will begin to be issued in April 2003.</li> </ul> <p>Cycle 3</p> <ul style="list-style-type: none"> <li>• Approximately 2,250 applications have been received;</li> <li>• Initial screening is underway- 57 applications have been determined to be ineligible;</li> <li>• Verification of employment and completion of three semester units will begin in May 2003; and</li> <li>• Checks will begin to be issued in August 2003.</li> </ul> <p>The second session of Management Development for Early Childhood Educators was launched on October 25, 2002. This 96-hour management training course was conducted by the Anderson School at UCLA; 43 administrators from 14 child development centers funded by the California Department of Education participated in this session.</p>



Service Integration Initiative	Deliverables	Results
<p><b>Office of Child Care (Continued)</b></p> <p><b>Purpose:</b> To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<ol style="list-style-type: none"> <li>3. Initiating a collaborative planning process to sustain and institutionalize compensation improvements for persons working in child development programs and family child care homes;</li> <li>4. In conjunction with the Week of the Young Child, coordinating the preparation and presentation of a report card describing the first year's accomplishments and future goals of the Policy Roundtable for Child Care;</li> <li>5. Obtaining endorsements of the Child Care Planning Committee's Strategic Plan for Child Care and Development to: a) articulate a common vision for the child care and development infrastructure; b) set strategic directions for ensuring capacity development, quality improvements, and access to child care and development services; and</li> <li>6. Developing and implementing a plan for the collection, analysis, and dissemination of current child care data that informs the community on issues related to child care supply and demand, quality and access, parent preferences and affordability, and facilitates efforts to expand and/or enhance needed services.</li> </ol>	<p>The Office of Child Care is working with staff of the First 5 LA Commission and LACOE, to maximize the benefits of the Investing in Early Educators Program and the Commission compensation initiative. The Commission initiative is targeting family child care providers and child care programs that do not hold contracts with the California Department of Education and therefore, are not eligible for AB212 stipends.</p> <p>The Office of Child Care, in conjunction with the Center for the Child Care Work Force, has updated the local child care center compensation study conducted in 1995. The new report is based on a compensation survey that was distributed to a randomly selected sample of 649 child care centers in March 2002. A total of 252 surveys were returned, resulting in a 39 percent response rate. The analysis of the survey results and final report were completed.</p> <p>The Child Care Planning Committee is in the process of confirming principle partners who share a commitment to implementing the Child Care Strategic Plan. These partners, including organizations and agencies will be responsible for advancing specific aspects of the Child Care Strategic Plan.</p> <p>The Policy Roundtable for Child Care convened two seminars. The first was held on September 26, 2002, entitled "Filling the Gap: Strategic Development of Child Care Facilities." This seminar included a review of the development process and provided advice from child development administrators that have successfully completed construction and renovation projects, technical assistance, and financial resources. Seventy-five persons participated.</p> <p>The second seminar was held on November 15, 2002. This session assessed the affordability of child care from a local perspective, current resources for child care subsidies, the challenges associated with maximizing funds, and local funding streams designed to support child care services.</p>

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<p><b>County Employee Child Care</b></p> <p><b>Purpose:</b> To implement actions to enhance the availability of child care for County employees including enhanced information awareness and needs assessment.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Identifying a host department and facilitating development and implementation of an operator contract for the Van Nuys Civic Center Child Care Center; and</li> <li>2. Supporting the Labor-Management Child Care Task Force to implement the strategic plan for enhancing employee child care services.</li> </ol>	<p>The Office of Child Care has developed recommendations as a follow-up to the County's initial strategic plan for providing employee child care. Support services were also offered to the Department of Health Services (DHS) and Department of Public Social Services to enhance usage of their child care centers. DHS is working on developing a child care master agreement for use by all departments to streamline the process of securing operators.</p>

Service Integration Initiative	Deliverables	Results
<p><b><i>Web-Enabled Mapping Service Platform (Megan's Law Web Site)</i></b></p> <p><b>Purpose:</b> To extend the capabilities of the Los Angeles County Facilities application to develop an Internet-based GIS-enabled application system to assist the public in identifying the general location of sex offenders that are classified as either 'High' or 'Serious Risk' within Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Overseeing the development of a Web-enabled Mapping Service Platform that will facilitate the public in identifying the general location of sex offenders that are classified as either 'High' or 'Serious Risk' within Los Angeles County;</li> <li>2. Amend the contract with GIS/Trans for this project;</li> <li>3. Demonstrate a prototype of the application to the Fifth District for approval;</li> <li>4. Upon approval of the user interface, complete development of a Web site to display offenders by city, zip code, or within a predetermined radius of a selected address, park, school, or library;</li> <li>5. Provide documentation;</li> <li>6. Train staff for maintenance; and</li> <li>7. Install the application on the production servers in Downey.</li> </ol>	<p>The following has been accomplished during this quarter:</p> <ul style="list-style-type: none"> <li>• Enhanced the capabilities of the existing County Sex Offender Locator System (SOLS) Web site to allow searching of offenders by park, school, or library. Demonstrated the upgrades to the CIO and the Fifth District. Approval was received to proceed on September 19, 2002.</li> <li>• Continued to update the Sex Offender Information as updates were made available from the Sheriff.</li> </ul>

Service Integration Initiative	Deliverables	Results
<p><b>Urban Research</b></p> <p><b>Purpose:</b> To centralize needed expertise and reduce the cost of duplication among departments for conducting Census data analysis, supporting operational applications of geographic information system concepts; producing ad-hoc maps and data products; developing master geographic cataloguing systems; constructing an Economic Database; and providing technical system support services.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Ongoing analysis and support of Census-related questions;</li> <li>2. Coordinating multi-departmental efforts to update the Thomas Brothers Digital Database for creating a complete, current, and accurate street centerline file;</li> <li>3. Continuing to improve the matching process of addresses to streets and names between disparate data files;</li> <li>4. Creating demographic, employment, and economic change (growth) database for Los Angeles County and the Southern California Region; and</li> <li>5. Continuing to enhance and modify the Emergency Management Information System (EMIS) to optimize its usefulness and meet the changing needs of Emergency Operation Center.</li> </ol>	<p><u>Census Related Action:</u>  Developed format and confirmed data availability for providing demographic, social, economic, and housing data of the unincorporated areas. A map of the relevant area was also generated with the tables and packaged as a template for future requests.</p> <p>Recomputed Parks Quimby Act fees based on 2000 Census and produced comparison from 1990 Census; also produced a before-and –after map and an error-detection map to show areas which should be but are not covered using Assessor parcel polygons for the Parks and Recreation Department (Parks).</p> <p>Agency-specific data requests regarding poverty, housing, ethnicity, and citizenship were addressed by extracting specific fields from the Census 2000 SF-3 file regarding school enrollment, poverty, household income, and ancestry for the Office of Child Care Unit. In addition, County data was extracted from the Statewide Census data for dissemination to the City of Los Angeles and Superior Court. The Countywide data was also formatted as dbf files so that it can be loaded into ArcView to assist with GIS-related questions.</p> <p><u>GIS Support</u>  Delivered a draft set of 120 updated Reporting District maps to the Sheriff Department. These maps are carried by Sheriff cars and they were last updated in the 1970s.</p> <p>Provided ad-hoc maps and demographic reports for Sheriff, Board of Supervisors' offices, Parks, and DHS Ambulance.</p> <p><u>Transactional Updating System:</u>  Efforts are continuing to improve match rates; on December 19, 2002, a 99% match rate was achieved (44,000 rejected voters) with 1.5% false match rate (67,000 voters in the wrong precinct), a .05% false zip rate (19,000 voters). Performed first polygon match of Assessor parcels, finding 5% error (94,500 in the wrong polygon).</p>

Service Integration Initiative	Deliverables	Results
<p><b>Revenue Recovery</b></p> <p><b>Purpose:</b> To assist departments in recovering funds that would not normally be recovered through their administrative process.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Managing the ongoing monthly process to recover the Medi-Cal revenue for the Department of Mental Health (DMH), which is estimated between \$1 million and \$2 million annually by matching Medi-Cal eligible patient records for DMH and DHS against the State Medi-Cal Eligibility History File or State Medi-Cal Eligibility Data System (MEDS).</li> <li>2. Managing the ongoing monthly process to recover the Medi-Cal revenue for DHS, which is estimated at \$500,000 annually.</li> <li>3. Managing the ongoing monthly process to recover the misallocated State Board of Equalization (SBE) sales tax, which is estimated between \$2.0 and \$2.8 million annually.</li> <li>4. Developing and implementing a revenue recovery system for the Department of Treasurer and Tax Collector (TTC) to identify tax revenues that should be accruing to the County, but are currently misallocated to other jurisdictions. The project will be done in phases beginning with large companies, such as, Southern California Edison.</li> </ol>	<p>Year-to-date collection in FY 2002-03 for DMH is \$1.16 million. The following is the detail of what was collected for this period:</p> <ol style="list-style-type: none"> <li>1. \$ 532,046 in August 2002</li> <li>2. \$ 126,594 in September 2002</li> <li>3. \$ 161,521 in October 2002</li> <li>4. \$ 152,603 in November 2002</li> <li>5. \$ 123,679 in December 2002</li> </ol> <p>Year-to-date collection in FY 2002-03 for DHS is \$190,386. The following is the detail of what was collected for this period:</p> <ol style="list-style-type: none"> <li>1. \$ 39,920 in September 2002</li> <li>2. \$ 39,184 in October 2002</li> <li>3. \$ 29,520 in November 2002</li> <li>4. \$ 12,436 in December 2002</li> </ol> <p>Quarterly geocoding of business addresses to recover misallocated sales tax revenues completed for FY 2002-03. Revenue recovered in the current fiscal year: first quarter - \$481,380; second quarter - \$426,704; total current fiscal year-to-date: \$908,084.</p>

Service Integration Initiative	Deliverables	Results
<p><b>CalWORKs Evaluation</b></p> <p><b>Purpose:</b> To conduct an evaluation of CalWORKs to monitor DPSS success in:</p> <p>1) Reducing child poverty;</p> <p>2) Reducing dependency of needy parents on government benefits; and</p> <p>3) avoiding unanticipated outcomes that negatively affect families and communities, as required by the CalWORKs Performance Monitoring and Evaluation Plan approved by the Board of Supervisors in April 1998.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> <li>1. Providing reports to DPSS on the impacts of implementing CalWORKs.</li> </ol>	<ul style="list-style-type: none"> <li>• The Welfare-to-Work Report # 2 titled, "Employment and Earnings Among Welfare-to-Work Participants in Los Angeles County 1998-2001" was completed and submitted to DPSS for review on December 16, 2002.</li> <li>• A briefing titled, "Out of Time: CalWORKs Time Limit in Los Angeles County" was submitted to DPSS on December 26, 2002. Provided an evaluation of CalWORKs families potentially subject to CalWORKs time limits as of January 1, 2003</li> <li>• Consulted on a project for the First District to evaluate social services provided to juveniles in Pomona.</li> <li>• Conducted a technical review of a survey to evaluate the usefulness of expanded distribution of the People's Guide to additional County departments.</li> </ul>